

DEPARTMENT OF HEALTH SERVICES

714/744 P Street
P.O. Box 942732
Sacramento, CA 94234-7320
(916) 657-0258



November 21, 2000

TO: All County Welfare Directors
All County Administrative Officers
All County Medi-Cal Program Specialists/Liaisons
All County Outstationed Eligibility Workers Coordinators
All County Public Health Directors
All County Mental Health Directors

Letter No.: 00-60

INDETERMINATE CASE FINDINGS

The purpose of this letter is to inform counties that effective February 1, 2001, Medi-Cal Eligibility Quality Control (MEQC) will implement a new case finding. The new case finding will be called "Indeterminate Case Finding." This inception will affect MEQC sample cases beginning October 2000.

Indeterminate case findings will apply to cases associated with the Mail-In application or the Section 1931(b) program only. MEQC staff will document an indeterminate case finding when there are ambiguities among the case record, state policy documentation, and eligibility determination. Indeterminate case findings will be documented in letters to county staff, in a manner similar to Dollar Errors, Procedural Errors, and Pertinent Information Letters. These letters will document the case information, ambiguity, and related issues. Indeterminate case findings will be considered as correct cases for error calculation purposes. County staff will be expected to resolve the ambiguities. Since there is no error cited, indeterminate case findings will not be subject to appeal.

MEQC staff will review county resolution efforts during Corrective Action Reviews. In addition, each indeterminate case finding will be summarized on an electronic spreadsheet. Results will be analyzed and summarized for each base period and reported to state policy staff. This will enhance efforts to proactively address policy ambiguities and unexpected situations. This should provide for timely policy adjustments and may suggest necessary Focused Reviews.

Health Care Financing Administration supports this concept because it encourages innovation, timely policy adjustment, and should reduce intrusive home visits. Consistent with this, our intention is to non-punitively encourage innovation and policy review.

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If you need additional information please, contact John Lim at (415) 904-9702 or Jose Morales at (213) 897-0980.

Sincerely,

ORIGINAL SIGNED BY
MARLENE RATNER for
Glenda Arellano
Acting Chief
Medi-Cal Eligibility Branch